

Any Practice, USA

Policy: Telephone and Email Response

Purpose: To establish response time frames for telephone and email contacts.

- A. The designated physician, nurse or other clinician will provide telephone advice on clinical issues during office hours within the specified time frame.**
1. Clinical staff will return calls to patients for clinical advice and other requests within one hour of receiving the call.
 2. Spot checks will be performed on a quarterly basis to assess the practice's ability to meet this requirement that the policy is met 80% of the time.
- B. Urgent phone responses will be returned within a specified time, with clinician support available 24 hours a day, 7 days a week**
1. During office hours urgent calls are returned by a clinician within 15 minutes, and urgent after-hour calls are returned within 30 minutes.
 2. After hours calls will be responded to by the designated provider on call.
 3. Spot checks will be performed on a quarterly basis to assess the practice's ability to meet this requirement that the policy is met 80% of the time.
- C. Providing secure e-mail consultations with the physician or other clinician on clinical issues, answering within a specified time**
1. Appropriate staff will respond to secure e-mails within 4 hours for clinical messages and two days for non-clinical messages.
 2. Computerized reports reviewed monthly will document that this policy is followed 80% of the time.

Approved:

Review date: